

Frequently Asked questions

Q. How do I change my password?

A. When you are in VMware click on Send Ctrl-Alt-Delete at the top of your screen. There you will be given an option to change password

Q. How do I save a document to my computer?

A. When you get to the save window click on this PC scroll down to devices and drives and click on the name of your computer then select the file path you would like to save the file to.

Q. How do I print from the VMWare?

A. Where you are you using a remote computer connection you need to save the doc to your computer before you can print it.

Q. Why do I have to change my password so often?

A. It is a requirement from the state that our passwords be changed every 90 days that includes County Employees.

Q. What are the password Requirements.

A. When creating your new password here is the following criteria there is 4 possible characters to use Upper Case, Lower Case, Numbers, and symbols. Your password must contain 3 of the 4 and be at least 8 characters long. Your password cannot contain any part of your company name or your username

Q. I don't see the name of my computer in devices and drives.

A. Go to the top of your screen when in VMware and click the Options Dropdown. Go down to share folders and click on it. When the window pops up make sure you are on the sharing tab. Make sure all of the check boxes are checked and click ok. After that you should be able to see your computer in devices and drives.

Q. Is there a way to adjust VMware so it doesn't take control of both screens

A. When launching VMware after you have entered your username and password and clicked login but before you double click on title search final. Click on the gear icon in the upper right hand side. Make sure you are on the TitleSearchFinal tab and locate the drop

down next to display. Click on the drop down and go down and select full screen. Next time you login vmware will only take up one screen.

Q. Can't download VM Ware program

A. If you are having a difficult time downloading VM Ware on your computer. You will need to contact VM Ware customer service 1-877-486-9273 and they can help you with that process.